

Remarks

Applicants respectfully request withdrawal of the finality of the pending Office Action, reconsideration and allowance of the captioned application.

The Office Action rejected claims 1-25 as being anticipated by Bateman. An earlier Office Action mailed on 29 April 2004 rejected the claims for the same reasons, essentially word for word. Applicants' 21 July 2004 reply explained in detail (repeated below) why Bateman does not anticipate the claims. The next Office Action, mailed on 22 November 2004, agreed with the applicants, but rejected the claims under 35 U.S.C. §112. In paragraph 4, it stated, "[Primary] Examiner agrees with this Applicant's point of view; however, it is **not considered** because the recited feature ["selecting an URL by an ACD"] is not disclosed in the specification." Applicants' 8 February 2005 reply traversed the rejection, but amended "selected" to "configured" because (as explained in that reply) the Primary Examiner had stated in a telephone interview that the amendment would overcome the pending rejection. The pending Final Office Action returned to the Bateman basis for rejection, but never considered the arguments in the 21 July 2004 reply that explained why Bateman does not anticipate the claims. Therefore, applicants respectfully request withdrawal of the finality of the pending Office Action.

The pending Final Office Action asserted (in ¶2) that the ACD system disclosed by Bateman comprises a WWW server for configuring a URL and providing it to a calling customer. Be that as it may, it does not satisfy the claim limitations. In Bateman, regardless of whether the URL provided to the agent's computer is deemed to have been configured by the ACD system, that URL is associated with a web page of the organization from which the customer is seeking assistance. *See e.g.* Bateman 6:17-21

(“The URL which the customer was viewing (prior to selecting help) is automatically filled in to indicate the page from which help was requested, but the customer also has the option of providing a different URL.”); Bateman 12:11-13 (“agent computer is further provided with a URL indicating from which page the customer has requested help”). That Bateman web page would contain information about the organization’s products or services rather than information that relates to the particular customer. *See e.g.* Bateman 5:9-11 (“The URL provides a snapshot indication of where in the hypertext environment of the organization’s WWW services the user is at a given time.”); Bateman 5:52-54 (“The WWW server 28... is equipped with information pertaining to an organizations products and services, directory information, etc.”).

As explained in the 21 July 2004 reply, the web page corresponding with the URL of independent claims 1, 14, and 20 includes information about the customer. However, the Bateman web page includes information about the organization’s products or services, etc., and not information about the particular customer (as discussed above). In effect, Bateman is directed to letting the agent see the page of an organization’s catalog concerning which a customer is seeking assistance, and does not disclose sending a URL to the agent’s computer that corresponds to a web page with information that is specifically about the customer.

As explained on page 3 of the captioned application, providing an agent with customer data in existing systems (including the system disclosed in Bateman) could require specialized application programs for the agent computer, disclosure of proprietary information to interface an ACD with network computers, or limitations as to types of data and as to a format built into purchased ACD systems. However, in various

embodiments of the invention of the captioned application, standard browser application programs commonly installed on personal computers would be sufficient. As explained on page 8 of the captioned application, an organization could build a web page with customer specific information derived from limited access locations, using a format preferable for its purposes, all independent of its ACD system. The ACD system could provide the claimed URL for the agent's computer, and a request from the agent's standard browser could access the corresponding web page with the customer specific information. If anything, Bateman teaches away from the invention of the captioned application. Bateman's only discussion of screens with customer specific information relies on existing systems (Bateman, top of col. 9), and does not teach obtaining such information by accessing a URL in response to a request from the agent's computer.

Independent claim 25 is also not anticipated by Bateman. For example, it requires attaching information to the URL before providing the URL to the browser, and it requires attaching contact processing information to the URL including at least one of the following: type of customer contact, identification of the agent, and treatment of the contact by the ACD. The "type" is the type of communication, such as e-mail, facsimile, video, web-site inquiry, public switched telephone network calls, voice path based on packet data transferred through a computer network, etc. *See e.g.* 1:9-16 of the application. The treatment of the contact may, for example, include a particular programmed script used with that contact. *See e.g.* 7:9-10 of the application.

The URL is a string expression that at least constitutes a computer network address. *See e.g.* 7:15-17 of the application. The URL provided to the computer agent in Bateman is associated with a web page of the organization from which the customer is

seeking assistance. *See e.g.* Bateman 6:17-21, 12:11-13. Bateman does not disclose attaching to that URL a type of customer contact, an identification of the agent, or a treatment of the contact by the ACD – as required by independent claim 25.

Bateman also does not disclose other limitations of claim 25 such as configuring the URL based on information about the contact available to the ACD, attaching to the URL contact-derived information listed in the claim, obtaining some of the data in the web page based on some information attached to the URL by the ACD, including among the data in the web page some of the information attached to the URL by the ACD, etc. Indeed, in Bateman, the ACD does not attach anything to the URL.

For at least the above reasons, Bateman cannot anticipate the independent claims and, consequently, cannot anticipate any of the claims. The following are some of the additional reasons why Bateman does not anticipate various dependent claims.

Claims 3-5 require attaching information to the URL. For example, the ACD can attach contact-derived information to a URL before sending it to the agent's personal computer. (application, 7:12-15). Claim 5 includes more specific requirements about such contact-derived information being attached to the URL. As another example, claim 4 requires attaching certain processing information to the URL. As discussed above, Bateman (including the citations in the Office Action) does not disclose attaching any such information to the URL.

Claim 6 requires data in the web page to include some information attached to the URL by the ACD. Bateman (including the citations in the Office Action) does not disclose that the web page includes any information in the URL, and the ACD does not attach any information to the URL in Bateman. Similarly, claims 8 and 18 require

obtaining some of the data in the web page based on some information attached to the URL by the ACD. In Bateman, an ACD does not attach any information to the URL.

Claim 7 requires selecting the URL based on information about the contact available to the ACD. In Bateman (including the citations in the Office Action), the URL is not selected by the ACD or based on information about the contact available to the ACD.

Claim 9 requires sending the URL to ACD console software of the agent, and the ACD console software to provide the URL to the browser. Bateman does not disclose that any ACD console software of the agent plays any part in the process. Claim 10 requires the ACD to provide the URL directly to the browser, but Bateman also does not disclose whether that occurs.

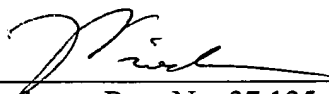
Claims 16 and 22 require the ACD to be capable of attaching information to the URL. Bateman does not disclose such capability.

The applicants submit that the claims are in condition for allowance, and request withdrawal of the finality of the pending Office Action, reconsideration and allowance. The undersigned attorney thanks the Primary Examiner for his courtesy in a telephone conversation on 9 September 2005, in which he kindly agreed to an in-person interview on 26 September 2005. The undersigned attorney looks forward to meeting the Primary Examiner, and it is hoped that the lengthy prosecution of the captioned application can be concluded as a result of that interview.

Respectfully submitted,

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